

HEALTH AND WELLBEING WARMINSTER FORUM

Notes of Meeting – Wednesday 8 April 2026 Noon

The St Boniface Hall, Warminster School

Present: Speakers have a * against their name.

Deborah Gogarty (DG) – Chair	David Reeves (DR) – Secretary and HWB Trustee
Marion Barton (MB) – Open Door and HWB Trustee	Lisa Cook (LC) – Warminster School
Nic Bailey (NB) – Independent Lives	Katrina Watson (KW) – Dorothy House
Caroline Pugh (CP) - Friends of Warminster Hospital	Ann Merrills (AM) –Independent Member and Trustee
Martin Randall (MR) – Independent	Lindsey Death (LD) - Wessex Rivers Trust *
Sarah Burgess (SaB) – Avenue Surgery Social Prescriber	Melanie Grace (MG) – Scottish and Southern Electricity Network
Rebecca Seymour (RS) – Celebrating Age/Age UK Wiltshire *	Jenny Crossley (JC) – National Energy Action and HWB Trustee
Rebecca Krzyosiak (RK) – Sustainable Warminster	Julia Upton (JU) – Warminster Library
Liz Lee (LL) – Warminster Town Council	Julia Haes (JH) – Friends of Warminster Hospital
Caroline LeQuesne (CLeQ) – Wiltshire Council	Fiona Bloom (FB) – HCRG Living Well Team
Steve Kervell (SK) – Warminster and Westbury Visually Impaired Club	Vicky Ellis (VE) – Wiltshire Children Community Service
Apologies from: Alan Goldsworthy (AG) – Independent member; Chantelle Mead (CM) – Independent Living Centre; Janet Marshall (JaM) – Warminster and Westbury Visually Impaired Club; Jonathan Aldridge-Mansfield (JoM) – Beyond Dementia; Jan Billinge (JB) – Independent; Tina Biggs (TB) – HCRG Care Group; Lucy Brown (LB) – Wiltshire Sight; Kate Brooks (KB) – Age UK Wiltshire; Lucy Steel (LS) – Wiltshire Council; Sheelagh Wurr (SW)- Warminster Churches Together and Salisbury Shakers; Sallie Boyd (SIB) – Adult Community Team West – Wiltshire Council; Liam Cripps (LC) – Wiltshire Council; Sarah Folker (SF) – Wessex MS Centre; Zanne St John Marchmont (ZM) – We Are Men; Tanya Ratcliffe (TR) – Prevention and Wellbeing Team Officer	

1	<u>Welcome and Introduction – Deborah Gogarty (DG)</u> On an unseasonably warm April day, DG was heartened to see so many members in attendance. She particularly welcomed new members and reiterated our main aims of encouraging collaboration between groups and service providers; enabling those needing help and support to know about those organisations available to meet that need; and to act on specific issues on behalf of the Warminster community. After brief introductions, DG encouraged attendees to take the opportunity to network with those present to make connections and to share information.	<u>Action</u>
2.	<u>Actions Arising and other updates– Dave Reeves (DR)</u> DR advised that there were no specific actions from the last meeting, but he provided updates on some of issues in the pre-meeting pack. He added that the website should now be the primary source of information for both members and the wider public. Work on the 16 th of May Health Fair was near completion with 43 confirmed exhibitors and the HWB booklet in final draft. The focus now turns to promoting and advertising the event and DR offered A4 and A5 hard copies of the posters and encouraged all members to help promote the event on their own social media using the promotional images on our website. https://healthwellbeingwarminster.org.uk/hw_fair_2026/	<u>All members</u>

	Thirty months after the closure of Boots Avenue pharmacy, DR reported that the temporary pharmacy on Broadway opened the day previously (7th April). While not the final structure, he said that this was a welcome step towards restoring pharmacy capability within the town. Finally, DR and LL had been invited onto the Radio Bristol breakfast show the previous week to speak on the relocation of the mobile breast screening unit. LL and the Town Council were now drafting a formal letter of complaint on the refusal of the Breast Screening Unit to engage on the matter and DR said he was still awaiting a response to his Freedom of Information question.	
3.	<u>Annual General Meeting</u> DG gave a succinct Chair Statement beginning with the change of name of the group to reflect our wider remit and activities. Membership numbers remained buoyant at over 70, DG listed the impressive variety of topics covered at the quarterly meeting and thanked those who had presented during the year. She described the mutual benefits of positive engagement with the two Councils, the successful delivery of the new HWB Warminster website, the progress on the third pharmacy, and the petition on mobile breast screening and thanked the Trustees for their hard work in the past year. The Treasurer's Statement showed the usual tight finances as, traditionally, we tend to fund projects from specific Council grants rather than carry a reserve. DR explained that the HWB Warminster Trustees had considered moving to a full charitable status which would offer greater funding opportunities but also impose a greater administrative burden. Pragmatically, HWB Warminster efficiently carries out activities - and produces deliverables – that, arguably, should be the two Councils' remit. The Trustees will be looking specifically at resilience, financial and otherwise, in the coming year and DR was confident that HWB Warminster remains financially viable. DG informed the meeting that there are currently five Trustees with the constitution allowing up to ten, thus not requiring a membership vote. DR said that all five existing Trustees had agreed to stand again – Deborah Gogarty; Ann Merrills; Marion Barton; Jeny Crossley; and David Reeves. They were joined by Liz Lee and DR advised that they meet to elect the various officers after the meeting. [Post-meeting note: DG was re-elected Chair; and DR was re-elected Secretary/Treasurer. Dates of the next Trustee meetings were agreed.]	
4.	<u>Our Healthy Headwaters – Lindsey Death (LD) - Engagement Officer at Wessex Rivers Trust and Forest Bathing</u> LD gave an interesting and engaging presentation focusing on protecting the headwaters of the Avon (Salisbury) river, in which Warminster is the largest area of population. Her slide pack is attached to these notes. LD suggested what we – as individuals and communities - can do. Some of these are already in the public consciousness like saving water and avoiding drain blockages. But others were less so, like the chemicals we all use to clean and “refresh” our homes and common pet flea medications. All these have a significant, and often fatal, effect on life in our rivers and many of these chemicals are bad for us too, but this is rarely highlighted by producers and seldom considered by consumers. LD recommended the use of a site like Yuka, a mobile app designed to show the potential harm of a product	

	and to suggest less damaging alternatives. She also advocated the use of retailers who refill customer containers rather than sell a new bottle or jar. LD concluded that changing peoples' habits would not be a quick process but expressed optimism that, given the proportion who claim to care about river quality, change would hopefully happen over time. Attendees expressed surprise at the impact of these chemicals which some believed would have been extracted or neutralised in wastewater processing. LD confirmed that there is no national campaign to clean up rivers, but that Wessex Water is also active in this regard. JC suggested engaging the canal boat and river user communities, both as being reliant on the rivers and in examining their practices. DG thanked LD for sharing this information that was important for members organisations as well as individuals promoting health and wellbeing.	
5.	<u>Comfort Break</u> Attendees took advantage of the opportunity to network over tea/coffee and biscuits. Thanks to LC and to Warminster School for their continuing hospitality.	
6.	<u>Members Feedback Opportunity- Dave Reeves (DR)</u> DR led an open discussion on how members feel about the group, its direction and the content of the meetings. CLeQ described how all the Wiltshire towns have a similar group, but they are often led by elected Councillors or by Wiltshire Council staff. Although a relatively new member, LD said that she had already made valuable connections through the group; KW agreed that this was valuable in her role at Dorothy House. LC said that she had been surprised by the variety and number of groups as well as how much goes on in the town. Others echoed these views. DR asked specifically about the remit expanding into lobbying and campaigns. SK felt that the Council should be leading on these initiatives. DR felt that these campaigns were a joint effort – LL had started the mobile breast screening work and DR, and the group, had come in behind that work creating a powerful partnership. DR concluded by thanking members for their input and asked for ideas for speakers/topics for future meetings.	<u>All members</u>
7.	<u>Creative Conversations – Rebecca Seymour (RS) Celebrating Age Wiltshire/Age UK Wiltshire</u> RS opened by explaining the origins and role of Celebrating Age Wiltshire (CAW), a county-wide project delivering culture and heritage events and activity in community settings to support the wellbeing of older people. CAW is a partnership of cultural, heritage and community organisations comprising Age UK Wiltshire, Wiltshire Music Centre, Wiltshire Creative, Pound Arts, Wiltshire Council & Libraries, Community First, and the Wiltshire & Swindon History Centre. The project uses high-quality creative arts, heritage, and cultural activity as a vehicle to improve or maintain the health and wellbeing of older people, including those who are most socially isolated or vulnerable due to dementia, reduced mobility, ill health, or caring responsibilities. RS spoke passionately about the origins of Creative Conversations where, with professional facilitators, participants create songs, artwork, poems or write stories.	

	Noting that few men seemed to attend these sessions open to both sexes, RS developed a men-only group based in Melksham which, after two years, has blossomed into a self-sustaining group, allowing men to learn something new or to return to a lapsed hobby or activity. https://www.wiltshiremusic.org.uk/project/creative-conversations/ RS described how Age UK Wiltshire now had funding to set up a similar group in Warminster (mixed sex); Westbury (men only); and Tisbury (mixed sex) in Spring 2026; followed by other groups later in the year. The first Warminster session (open to those aged 65 plus) is on Wednesday 15 April from 1045 to 1215, and RS hoped that the group would become an important contributor to combating social isolation and loneliness – as well as being great fun! DR thanked RS for the drive end energy that she personally puts into this and her other projects. JH asked about transport to get to the sessions and Wiltshire Connect was suggested. DR asked about coverage on social media and, in another fine example of sharing across the group, LC kindly offered the potential use of the art facilities at Warminster School.	
8.	<u>Any Other Business and Member Updates</u> <u>Caroline LeQuesne (CLeQ) – Wiltshire Council</u> CLeQ advised that, if you are supporting an individual or household that is experiencing, or at risk of experiencing, financial hardship, they may be eligible for assistance through a Crisis Payment from Wiltshire Council’s Crisis and Resilience Fund. This funding may also be accessed to support households affected by rising heating oil costs, where eligibility criteria are met. Application details are here https://www.wiltshire.gov.uk/article/16687/Crisis-and-Resilience-Fund Further information on local support available through the Crisis and Resilience Fund can be found in the link below which outlines how the scheme will operate locally as part of the wider national framework. https://www.wiltshire.gov.uk/news/wiltshire-council-strengthens-crisis-and-resilience-support-through-Government-fund <u>Chantelle Mead (CM) – Independent Living Centre</u> CM advised that the ILC in Semington has office space available to rent. Also, if anyone is unsure about the support they can provide through their OT assessments, they are happy to arrange tours of the centre or deliver talks to community groups. <u>Lucy Brown (LB) Wiltshire Sight</u> Wiltshire Sight offers a one-to-one appointment to support those living with sight loss. They can advise and support on all aspects of living with sight loss. This includes understanding your eye condition, trying equipment and finding the right resources, getting out and about, employments and benefits. Wiltshire Sight can also help family and carers and put you in touch with other organisations who can help you. If you know of anyone who could benefit from this support, please encourage them to get in touch either by phone on 01380 723682 or via our website: www.wiltshiresight.org. Monthly sessions run in Warminster Library on the 2nd Wednesday of the month - please call to arrange an appointment.	

Jenny Crossley (JC) – National Energy Action

NEA is currently unable to issue "in house" fuel vouchers for pre-payment meter customers (PPMs), but they are hoping to have funding for this later in the financial year. NEA are able to access Fuel Bank Foundation fuel vouchers and Heat Bank Foundation funding for things like oil orders. If any organisation would like a regular drop-in session for energy advice, or talks, please let JC know. In addition, JC can arrange for trainers to come out and deliver talks to school classes or groups like scouts and guides – please let JC know if you want further information.

jenny.crossley@nea.org.uk

Katrina Watson (KW) - Dorothy House

Dorothy House and the Community Engagement team have been working on an online Community map, enabling people to discover services, groups and events in the local community, which covers 800 square miles of the communities that Dorothy House works across. This is a working project, if anyone has anything that they would like to add to the map, please contact Katrina Watson.

katrina.watson@dorothyhouse-hospice.org.uk

Alan Goldsworthy (AG) – Independent

AG advised that the Wilts Unpaid Carers Forum is undergoing changes that hopefully he can inform on when the way forward with WCC commissioners and carers champions are agreed.

Lucy Steel (LS) - Community Catalysts

The Wiltshire Community Micro-enterprise project is gaining strong local momentum, with many health professionals considering how the micro-enterprises can help people by providing flexible, personalised support.

Melanie Grace (MG) – Scottish and Southern Electricity Network

MG alerted attendees to the grant opportunities from the SSEN 2026 Powering Communities to Net Zero fund with applications open until 21st May 2026. Groups do not have to be a registered charity to apply but must have a constitution and be set up on a not-for-profit basis.

<https://www.ssen.co.uk/about-ssen/our-communities/powering-communities-to-net-zero-fund/>

Rebecca Seymour (RS) Celebrating Age Wiltshire/Age UK Wiltshire

RS reminded attendees of the Age UK Fitness and Friendship Club sessions at the Civic Centre, their Wellbeing Checks with Meals, and the Carers Together cafes. Details are in the link: <https://www.ageuk.org.uk/wiltshire/>.

She added that daytime discos are coming soon to Warminster!

<https://www.ageuk.org.uk/wiltshire/activities-and-events/daytime-discos2/>

DG thanked all for attending and encouraged members to offer themselves as Trustees to help maintain the future viability of the group. DR invited all members to come along to the Health Fair on 16th May and make more contacts with the 40 plus exhibitors.

Date of next meeting: Wednesday 24th June 2026 1200 hours at Warminster School – additional parking available at Minster Church overflow unless told otherwise

Dates of future meetings –				
<u>2026</u>	HWB Forum	Trustee Meetings	Area Board	Other
May		Thu 14 th * +		Sat 16 th Health Fair
June	Wed 24 th			
July		Thu 30 th * +	Thu 2 nd	
August				
September	Wed 23 rd			
October				
November		Thu 19 th * +	Thu 19 th	
* To discuss any funding needed by AB; + to discuss and agree content of next Forum event.				



Presented by: Lindsey Death
Date:

Wessex Rivers Trust is an environmental charity dedicated to the conservation of chalk streams and rivers in Wessex, working towards healthy rivers for wildlife and people.





Wessex
Rivers Trust

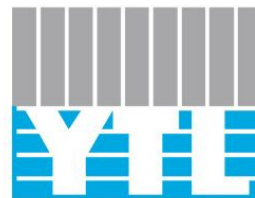
- River Restoration
- Catchment Management
- Education & Engagement
- Research & Monitoring

Healthy Rivers for Wildlife and People



Wessex
Rivers Trust

WESSEX
WATER
FOUNDATION



Wessex Water
YTL GROUP

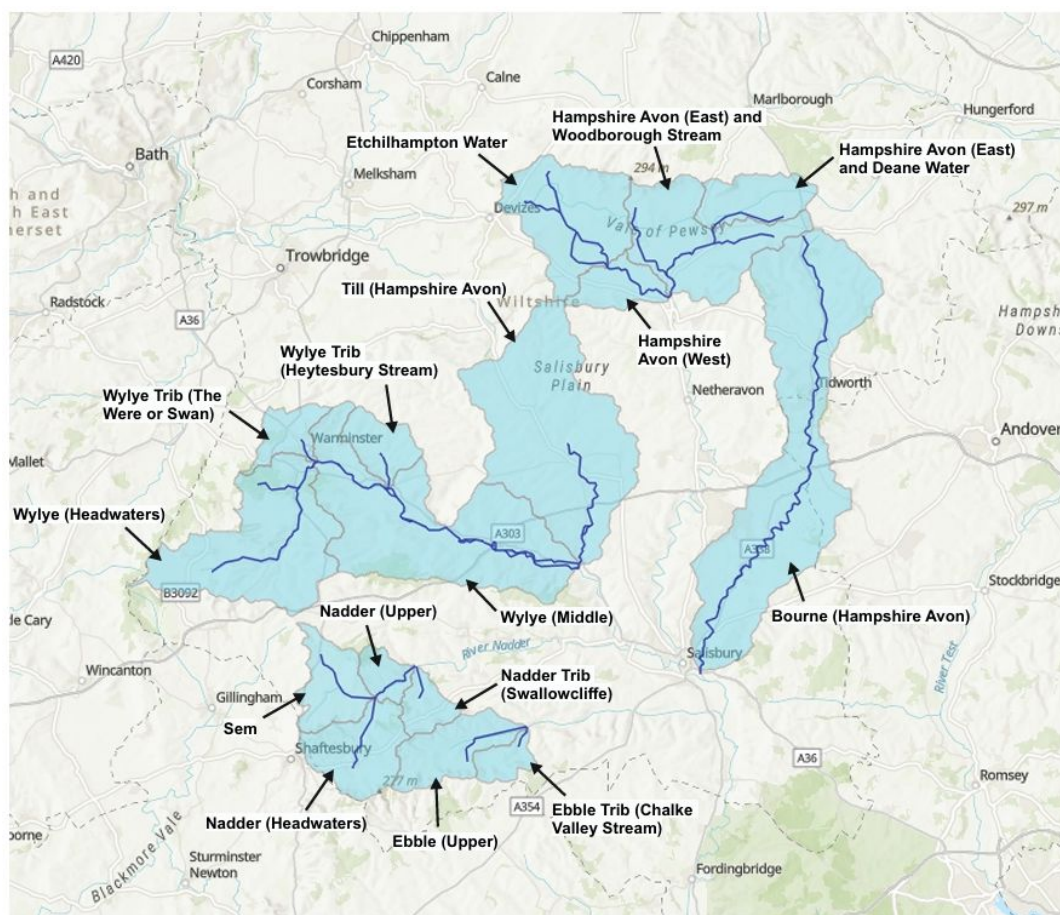
Working in partnership with

Wiltshire Council



Our Healthy Headwaters..

..is a new project on the headwaters of The Hampshire Avon, an exciting and innovative community engagement initiative to help residents, schools and businesses learn about the some of the issues affecting river health and how they can make a difference with their everyday actions.





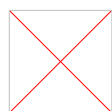
Illustrated Project Area Map with Local Landmarks
Ferne Glannan-MacRae

Make River Friendly Choices



Wessex
Rivers Trust

Over the coming years, we will be delivering engaging campaigns centred around four key themes:



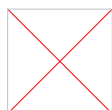
Save Every Drop

Deepening people's understanding that the water we use has been taken from the river, and how we can change our habits around water use.



Pet Medications

The impact of topical pet medications (particularly dog flea spot-on treatments) on aquatic life.



What's Going Down Your Plughole?

Raising awareness of the risk to river health in the chemicals we use in our homes - through cleaning, personal care, in the garden and through flushing medications.

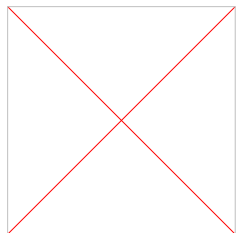


Septic Smart

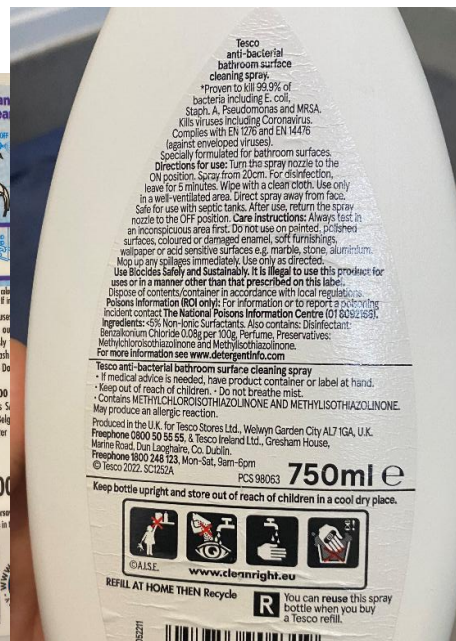
Awareness raising campaign about how to use and maintain septic tanks in ways that minimise pollution to rivers and groundwater.

Project aims

- Provide easy to understand advice and support in a range of ways; social media, print articles, education sessions, meetings & talks, events, workshops and walks. With an understanding that behaviour change takes time and often audiences need to receive messaging multiple times before making changes.



What's going down your plughole?



Look out for these symbols...

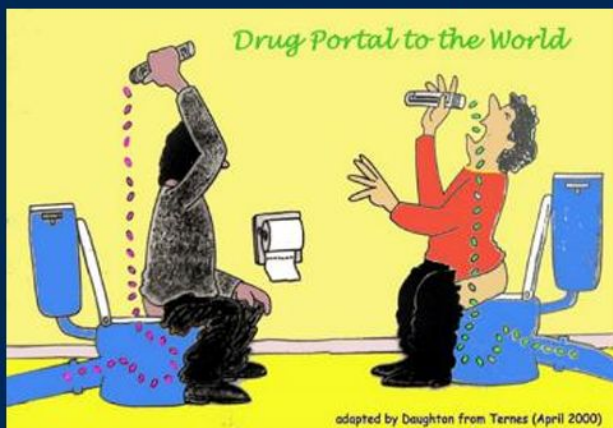


Air inside people's homes is on average **2-5 times** more polluted than the air just outside. This is down to a range of pollutants including household cleaners, pesticides and personal care products.

United States Environmental Protection Agency



- More sustainable use and disposal of household and garden chemicals. Encourage behaviour change towards environmentally friendly options.



- < 15% of public aware of medicine take-back schemes Unopened, unused and out-of-date medicines, can be taken to the local pharmacy.



Use Yuka

Make the right choices for your health

Yuka deciphers product labels and analyzes the health impact of food products and cosmetics.



1. Scan the bar code
2. Find out how safe it is and what's in it
3. Discover what safe alternatives there are.

13



Heliocare 360° Pediatrics
Heliocare

7/100
Bad

Ingredients

[See all](#)

- BHT
● High-risk [i](#)
- Butyl methoxydibenzoylmethane
● Low risk [i](#)
- PEG/PPG-20/6 Dimethicone
● Low risk [i](#)
- Caprylyl methicone
● Low risk [i](#)
- Nylon-12
● Low risk [i](#)
- Ceteareth-25
● Low risk [i](#)
- Disiloxane
● Low risk [i](#)
- Disodium ethylene dicocamide PEG-15 d...
● Low risk [i](#)
- Disodium EDTA
[i](#)



**Babies & Kids Sensitive
Protect Sun Lotion SP...**
Nivea sun

76/100
Excellent

Ingredients

[See all](#)

- Alcohol denat.
● Low risk [i](#)
- Butyl methoxydibenzoylmethane
● Low risk [i](#)
- Trisodium EDTA
● Low risk [i](#)
- 30 others ingredients
● Risk-free [v](#)

Partnering with Eco-refill shops and writing an article



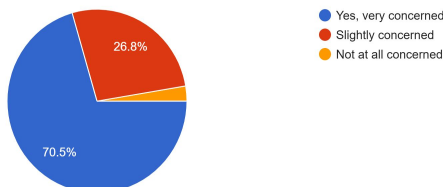
Household Habits Survey

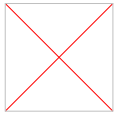
- Completed by over 300 people
- Over 97% concerned about local river health

Water saving habits

- Bucket in shower to collect water to flush toilet
- A watering can by the sink to collect grey water
- I water my plants with the water from my dehumidifier
- water saving toilet
- If it's yellow let it mellow, if it's brown flush it down
- I have several water butts
- Turning shower off whilst lathering
- We have a heat pump tumble dryer that collects water

Are you concerned about the health of local rivers?
302 responses





Pet Medications



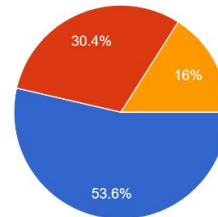
Wessex
Rivers Trust

38 million pets in the UK

10.6 million dogs

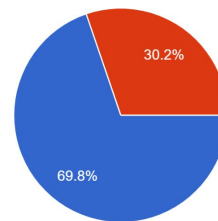
10.8 million cats

Are any of your pets regularly treated for fleas or ticks?
194 responses



● Yes, always
● Only when necessary
● No, never

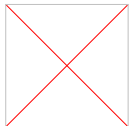
Did you know that some flea treatments contain chemicals that are toxic to aquatic life?
205 responses



● Yes
● No

84% of pet owners
regularly using flea
treatment.

Healthy Rivers for Wildlife and People



Septic Smart



Wessex
Rivers Trust

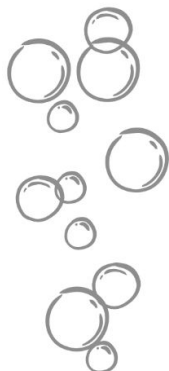
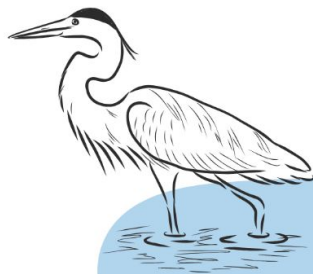
- 'Revamp your tank' septic tank upgrades. To date 137 tank updates have been completed with 360 in progress with over 1300 applications.
- Supporting the scheme and promoting in areas where the upgrades are likely to be most impactful.
- Provide guidance on septic tank care and upkeep





Things we can offer:

- Educational classroom or riverbank sessions
- Touring display to village halls or community centres
- Workshops – e.g natural soap making
- Nature, wildlife and wellbeing walks
- Information stalls at community events



Did you know

Otters can close their ears and noses when they dive.



O	T	M	A	Y	F	L	Y	L	T
R	W	R	I	V	E	R	I	I	T
H	J	O	Y	V	R	L	N	F	B
C	H	E	M	I	C	A	L	S	C
Q	C	C	H	A	L	K	V	X	L
I	V	A	A	S	G	J	T	S	K
R	X	R	P	V	R	U	K	E	K
Y	S	A	L	M	O	N	T	E	F
O	T	T	E	R	Y	N	L	P	R
F	N	K	T	E	F	P	R	T	M

AVON

CHALK

CHEMICALS

MAYFLY

OTTER

RIVER

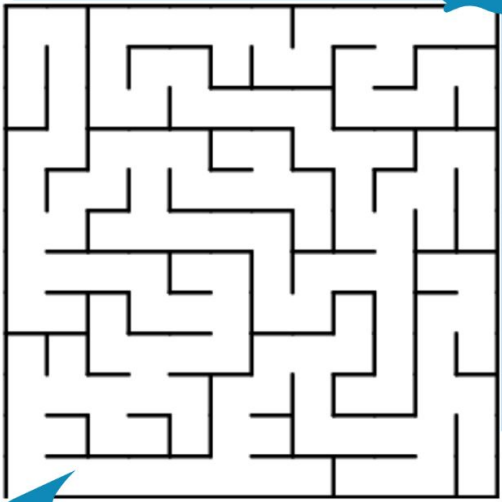
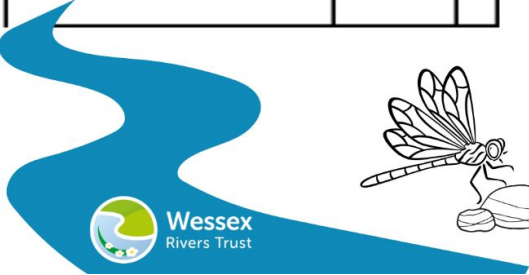
SALMON

TAPS

TROUT



What's going down your plughole?


How you can help:

- Help save water by turning off taps when not being used.
- Save cooking water to cool and water your plants.
- Never pour your leftover paint down the sink.
- Use eco-friendly soaps to wash.
- Tell your family and friends how to be river heroes too!



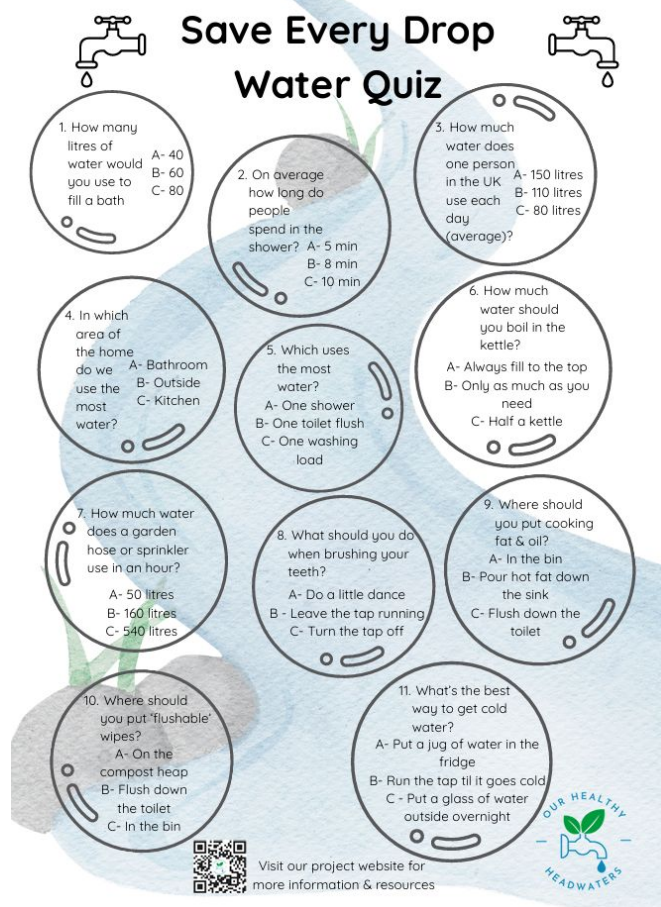
To find out more about Our Healthy Headwaters, and how you can help your local rivers visit our website





Activity sheets stocked in selected pubs and cafés within the project area





River Friendly Bingo

Re-use your mug or glass throughout the day	Use a reusable water bottle	Talk to your vet about river friendly pet medicines	Use the Yuka app to check for nasty chemicals
Avoid putting cooking oils and fats down the plughole	Have a water butt	Put litter in a bin, don't drop it	Choose eco-friendly soaps and shampoos
Dispose of unwanted medicines responsibly	Re-use cooking water	Collect rain or spare cooking water for plants	Learn which creatures live in or near the river
Don't let your dog swim in the river if it has spot on flea treatment	Have a water meter	Have a four minute (maximum) shower	Keep the taps turned off when not in use

For more ways to be 'river friendly' please visit 'Our Healthy Headwaters' project page

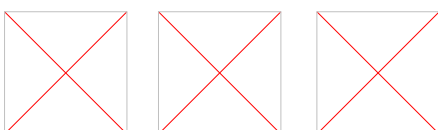
Instagram Account



Online Hub



- Project specific resources such as where to refill, best practice guidance on pet treatments and information around chemicals in everyday products.
- Linking to local organisations and relevant events such as natural cleaning workshops.
- Recipes for 'make your own' natural cleaning products.
- Activities and games to download.
- Walking routes – places you can easily get to see rivers and chalk streams.



@riverfriendlyliving

Our Healthy Headwaters

Project Highlights 2025-2026

These achievements highlight the key milestones, engagements and outcomes during the first year of the project.



452

engagements



Project
strategy created

Logo and comms plan
completed

34 connections made
with partner
organisations or local
businesses



Kids activity
sheets created
& **370** delivered
to pubs



Over **300**
questionnaires
completed



Education
programme
developed &
delivery underway



11
community
or partner
meetings



3 magazine
articles
published



Wessex Water
YTL GROUP

Working in partnership with

Wiltshire Council



28 social
media posts
& **310**
engagements



Wessex
Rivers Trust

“motivation is what
gets you started,
habit is what keeps
you going”

- Jim Rohn





**WESSEX
WATER
FOUNDATION**



Wessex Water
YTL GROUP

Working in partnership with

Wiltshire Council



Wessex
Rivers Trust

Thank
You

Contact

lindsey.death@wessexrt.org.uk

www.wessexrt.org.uk

01722 654253